BTEC Assignment Brief

Qualification	Pearson BTEC International Level 3 Extended Diploma in Business and Hospitality
Unit number and title	**Unit 23: Front Office Operations**
Learning aim	**A:** Investigate the structure, requirements and supervision of front office operations
Assignment title	**Front Office Operations**
Assessor	
Issue date	
Hand in deadline	

Vocational Scenario or Context	You are supervisor in front office operations in a hospitality business and have been asked by your manager to produce a guide for new entrants to front office operations. This guide should include: ● Different types of front office operations ● Job roles and structure ● Front office operations supervisor role and responsibility
Task 1	Your first task is to produce a detailed and comprehensive guide. You will need to discuss in detail different front office operation compare and finally perform an evaluation covering how guests needs are met in terms of services offered. The work should include the following: ● Types of front office operations ● Types of job roles ● Structure of front office operations department ● Supervisor role and responsibility Your brochure and notes must demonstrate accurate and thorough knowledge and understanding of front office operations. A variety of materials can be designed, and these must be produced to a high standard. These can either be produced electronically or paper based.
Checklist of evidence required	Brochure Notes

Criteria covered by this task:	
Unit/Criteria reference	To achieve the criteria you must show that you are able to:
A.D1	Evaluate the structure, systems, skills and data of a front office operation making recommendations for improvements.
A.M1	Compare the structure, systems, skills and data of different front office operations.
A.P1	Describe the structure, requirements and data used by two front office operations in hospitality businesses
A.P2	Describe the staffing, structure, supervisory roles and responsibilities in two front office operations

Sources of information to support you with this Assignment	
Other assessment materials attached to this Assignment Brief	None

Pearson BTEC